

RFQ NOTIFICATION SHEET
Office of Contracts and Rate Setting
State of Michigan
Department of Human Services

Notice of a request for quotations or a request for proposals is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount:	ITB Number
Wayne Co. = \$352,867	DHS-RA__-07-82001

Bid Description:

Wayne County-- Assimilation of refugees & asylees through (1) Basic Employment Services, (2) Intensive Employment Services, and (3) Employment Support Services.

A provider would also need to be able to conduct business in a culturally sensitive manner. This means that any provider would need to provide cultural sensitivity training to its service staff, keep current on the needs of the particular refugee groups being referred, and interact with refugees in a manner that is respectful of cultural and religious differences.

A provider would need to deliver services in a linguistically appropriate manner. This means that either the provider will need to have staff who fluently speak the language, or pay for trained interpreters fluent in English and the native language of the refugee being serviced. The interpreter will need to be present during the services to ensure the refugee understands what is being done, what is being asked, and what are the results of the services.

Due Date For Response:

REVISED to June 30, 2006

Contact Person Name:

Michael Luea

Phone #:

(517)-241-7820

E-Mail Address:

Lueam@michigan.gov

Signature of Contact Person:

REVISED

Date

**JUNE 7,
2006**

Fax this page to: (517) 335-6390, c/o DHS/OCRS/Bid Notification Liaison.

Form may also be sent by e-mail to: DHS-OCRS@michigan.gov or directly to the Bid Notification Liaison.

Michigan Department of Human Services

FACE SHEET-REQUEST FOR QUOTE

Contract/RFQ Number: DHS-RA__-07-82001

Due Date for Bid Submission: June 30, 2006

Geographic Area to be Served: Primary counties* of Wayne, Macomb, Oakland, and Washtenaw; Secondary counties** to be covered at the level of services needed, including Berrien, Cass, St. Joseph, Branch, Hillsdale, Jackson, Lenawee, Washtenaw, Monroe, Lapeer, St. Clair, Sanilac, Tuscola and Huron.

Service Titles: (1) Basic Employment Services, (2) Intensive Employment Services, and (3) Employment Support Services.

Anticipated Contract Begin and End Dates: October 1, 2006 through September 30, 2009

Method of Reimbursement: Actual Cost

Maximum Annual Contract Amount: Wayne Co. = \$352,867 per year

(NOTE: The Funding Allocation is indicated in the Budget Section of the Bidder Response, page 39.)

Issuing Office: Office of Refugee Services, Department of Human Services

Contact Person: MICHAEL J. LUEA

Telephone #: (517) 241-7820 **Fax#** (517) 241-7826

Email Address: Lueam@michigan.gov.

Pre-proposal Conference: (Date, time, location); Thursday, **June 15, 2006 From 10:00 AM to 12:00 PM** in Conference Room 10-B at the Department of Human Services Grand Tower Lansing Office, 235 S. Grand Ave.

Bidder Questions Due Date: June 15, 2006

Submit **five (5)** copies of the bid and two copies of the budget document, in a separate sealed envelope, to this address:

**Office of Refugee Assistance
Michigan Department of Human Services
235 S. Grand Ave. Suite 515 Grand Tower
P.O. Box 30037
Lansing, MI 48909**

The bidder must submit proposal and all inquires via e-mail or surface mail. Proposals must be submitted in person or via surface mail. Neither fax nor e-mail transmission of proposals will be considered for award. If DHS believes that clarification of its initial material is necessary, information will be posted to the DHS RFQ web site. Likewise, if DHS determines it is necessary to revise any part of this RFQ, addenda information will be posted to the DHS RFQ web site.

ANY BIDDER WISHING TO SERVE MORE THAN ONE GEOGRAPHIC AREA MUST SUBMIT A SEPARATE PROPOSAL FOR EACH GEOGRAPHIC LOCATION THAT THEY WISH TO SERVE. PROPOSALS THAT COMBINE MORE THAN ONE GEOGRAPHIC AREA WILL NOT BE CONSIDERED FOR AWARD.

Bids that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award. The contract amount for subsequent years will be dependent on DHS' availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

TO BE CONSIDERED, PROPOSALS MUST ARRIVE AT THE ISSUING OFFICE ON OR BEFORE THE DATE SPECIFIED ABOVE. BIDDERS MAILING PROPOSALS SHOULD ALLOW NORMAL DELIVERY TIME TO ENSURE TIMELY RECEIPT OF THEIR PROPOSALS.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

Rating

All proposals will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS to determine the bidder's fiscal viability. At its discretion, DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

BIDDER OVERVIEW

This Request for Quote (RFQ) contains the following elements:

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| 1. Face Sheet | Page 2 |
| 2. Description of Services for Bid | Pages 5-20 |
| 3. Rating Criteria | Pages 21-25 |
| 4. Request for Quote Policy | Pages 26-28 |
| 5. Bidder Information and Instructions | Page 29 |
| 6. Bidder Response Section | Pages 30-37 |
| 7. Budget Completion Instructions | Page 38 |
| 8. Funding Allocations And Number of Contracts | Pages 39 |
| 9. Cost Quotation Sheets | Pages 40-41 |
| 10. List of Required Documents | Page 42 |
| 11. Attachment A-DATA ON REFUGEE ARRIVALS, October 2002 through March 2006
Details on arrivals into Michigan for the period of 2002 through 2006 with nationalities included. The attachment will assist the bidder in identifying refugee population in Michigan. | Pages 43-44 |
| 12. Attachment B-STATEWIDE EMPLOYMENT CASELOAD DATA
A profile of the refugee employment services caseload; the percent of the employment caseload receiving TANF (FIP); the estimated number of refugee TANF (FIP) cases active with the local DHS office; and the number of refugees being served through matching grant. | Pages 45-46 |

I. CONTRACTOR RESPONSIBILITIES

A. Geographic Area

The Contractor shall provide services described herein in the following geographic area: Primary counties* of Wayne, Macomb, Oakland, and Washtenaw; Secondary counties** to be covered at the level of services needed, including Berrien, Cass, St. Joseph, Branch, Hillsdale, Jackson, Lenawee, Washtenaw, Monroe, Lapeer, St. Clair, Sanilac, Tuscola and Huron.

B. Location of Facilities

The Contractor shall provide services described herein in facilities located at:

(To be mutually determined by the Contractor and DHS.)

C. Client Eligibility Criteria

1. **Eligible Client Population**

The Contractor or its subcontractor shall accept and provide services to all eligible refugees, asylees or adult victims of human trafficking in the selected service area either as walk-ins, secondary migrants, or as referred by the resettlement agencies and the local Department of Human Services offices. All entrants, refugees, asylees, or adult victims of human trafficking who have not attained United States (U.S.) citizenship, and have lived in the U.S. five years or less, are eligible for services provided under this Agreement. Federal regulations require that only refugees resettled into the United States within sixty (60) months of the date of service are eligible for basic employment, intensive employment and employment support services provided with these funds. The exceptions are that referral services, interpretation and translation services, and citizenship and naturalization preparation services may be provided without time limitation.

NOTE:

- ***Full coverage of services will be delivered to all eligible refugees in the Primary counties.**
- ****Full coverage of services will be delivered up to a maximum of 25 eligible refugee families total in the secondary counties, in a contract year. In addition, telephone and consultation services shall be provided to all refugees and agencies that serve them to facilitate access to services in these secondary counties.**

a. Eligible Immigration Statuses

The immigration statuses discussed below are granted by the Department of Homeland Security, Bureau of Citizenship and Immigration Services (BCIS). To be eligible for services under this agreement, a client must meet requirements found in the Federal Register under 45 CFR Part 400, the Refugee Resettlement Program, or Part 401, the Cuban/Haitian Entrant Program.

1. To be eligible for refugee employment services under 45 CFR Part 400, the Refugee Resettlement Program, a client must be:

- a) Admitted as a conditional entrant under section 203 (a)(7) of the Immigration and Nationality Act (“the Act”) prior to passage of the Refugee Act of 1980.
- b) Admitted as a **refugee** under Section 207 of the Act. The Immigration and Naturalization Form I-94 will state “admitted under Section 207 of the INA. Employment authorized.”
- c) Granted **asylum** under Section 208 of the Act. Asylees are eligible for the same benefits as a refugee. The words “Section 208” on the I-94 are sufficient to document eligibility. An applicant for asylum under Part 400 is not eligible for refugee assistance.
- d) **Paroled as a refugee or asylee** under Section 212(d)(5) of the Act. This category has been extremely rare since 1980. The I-94 must specifically state “paroled as a refugee” or “paroled as an asylee.” This does not include those admitted for humanitarian or public interest reasons, who are not eligible for services under this Agreement.
- e) Admitted for **permanent resident** status, **provided** the individual previously held one of the statuses above.
- f) Admitted pursuant to provisions of the **Amerasian Homecoming Act**, Public Law 100-202. This includes a few Amerasians admitted to the U.S. as American citizens or as petition cases (“second preference or IOR visas”). Only Amerasians from **Vietnam** are eligible for services under Part 400.

2. To be eligible for refugee employment services under Part 401, the Cuban/Haitian Entrant Program, a client must be:

- a) Any national of Cuba or Haiti granted parole status as a Cuban/Haitian Entrant (Status Pending) or granted any other special status subsequently established under the immigration laws for nationals of

Cuba or Haiti, regardless of the status of the individual at the time assistance or services are provided; and

b) Any other national of Cuba or Haiti.

1) Who:

- Was **paroled** into the U.S. and has not acquired any other status under the Immigration and Nationality Act; the I-94 of a Cuban or Haitian national who has been paroled into the U.S. for humanitarian reasons or in the public interest will include the word “parole” or a reference to “Section 212(d)(5)”;
or
- Is the subject of **exclusion of deportation proceedings** under the Immigration and Nationality Act; letters or notices which indicate ongoing exclusion or deportation proceedings are sufficient to meet the documentation requirements;
or
- Has an **application for asylum** pending with the Department of Homeland Security, Bureau of Citizenship and Immigration Services (BCIS); the I-94 of a Cuban or Haitian who has filed a claim of political asylum will include the notation “Form I-589 Filed”;

and

2) With respect to whom a final, nonappealable, and legally enforceable order of deportation or exclusion has not been entered.

Cuban and Haitian nationals who meet the requirements listed above are collectively known as “entrants.” Entrants who gained permanent resident status under the Cuban Refugee Adjustment Act of 1966 or Cuban/Haitian Adjustment Act continue to be eligible for refugee services.

3. To be eligible for refugee employment services under the federal Adult Victims of Trafficking policy a client must be a documented victim by a letter of Certification from the federal Office of Refugee Resettlement (ORR).

b. Examples of Ineligible Immigration Statuses

Following are common examples of persons not eligible to receive the services outlined in this Request for Quotation (RFQ). This list is not all-inclusive.

1. Persons who formerly held refugee status and have become naturalized citizens of the United States.

2. Persons who were admitted to the United States as immigrants, and who therefore have never held the U.S. immigration status of refugee or asylee.
3. Persons other than Cuban/Haitian entrants who have been granted legal resident status under the Immigration Reform and Control Act of 1986 (P.L. 99-603).
4. Refugees admitted to the U.S. under admissions numbers set aside for private sector initiative admissions, or those selected to participate in such programs during their period of coverage under their sponsoring agency's agreement with the U.S. Department of State.

2. Determination of Eligibility

The Contractor shall determine refugee status by reviewing one of the following:

- a. The individual's Immigration and Naturalization Service Form I-94 which indicates that the person:
 - Was admitted as a refugee under Section 207 of the Immigration and Naturalization Act (INA); or
 - Was granted asylum under Section 208 of the INA; or
 - Was admitted as conditional entrant under Section 203(a)(7) of the INA; or
 - Was admitted as an Amerasian, with immigrant status. The I-94 shall contain one of the following identifier codes: AMA, AM2 OR AM3; or
 - Was admitted as a Cuban/Haitian entrant under section 212(d)(5).
- b. The individual's Immigration and Naturalization Service Form I-151 or I-551 (also known as "green card") for:
 - Persons who formerly held refugee status and have surrendered their I-94 in order to obtain permanent resident alien status. The I-151 shall contain one of the following codes as proof of former refugee status: IC6, RE6, 7 or 8; AS6, 7 or 8;
 - Persons who were admitted as an Amerasian, or close family member of an Amerasian, with immigrant status. The I-551 shall contain one of the following identifier codes; AM6, AM7, or AM8.
 - Persons who formerly held Cuban/Haitian entrant status. The I-151 shall contain the code of CU6 and shall be proof of former Cuban/Haitian status.
- c. The individual's Certification letter from ORR stating the individual is a Victim of Trafficking.

D. Services to be Delivered

1. The Contractor shall adhere to the following Federal Requirements for **Services #1 through #3** found in the final Social Services Formula Allocation to States in the Federal Register.
 - a. Services shall be provided to refugees in the following order of priority:
 - * Refugees who arrived in the U.S. within the past twelve months;
 - * Refugees who are cash assistance recipients;
 - * Unemployed refugees who are not receiving cash assistance; and
 - * Employed refugees who need assistance to retain employment or to attain economic independence.
 - b. Funds shall be used in accordance with the latest regulations published by the Office of Refugee Resettlement (ORR) in the Federal Register, 45 CFR Parts 400-401
 - c. Classroom English language instruction and vocational training shall be provided primarily outside normal working hours.
 - d. English language instruction shall be provided in a concurrent, rather than sequential, time period with employment or with other employment-related services.
 - e. Services shall be refugee-specific services (services designed specifically to meet refugee circumstances and needs and are in keeping with the rules and objectives of the refugee program), except that vocational or job skills training, on-the-job training, or English language training need not be refugee-exclusive.
 - f. Services shall be provided to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee's language and cultural background.
 - g. Services shall be provided to the maximum extent feasible in a manner that includes the use of bilingual/bicultural women on service agency staff to ensure adequate service access by refugee women.

2. The Contractor shall adhere to the following State Office of Refugee Service Requirements for Services **#1 through #3**:
- a. That English language instruction funded through this contract be short-term and vocationally geared, unless employment opportunities hinge on an elongated timeframe, especially for Service #2. Short-term is defined as lasting no more than eight (8) weeks.
 - b. That contractor establish procedures with the local DHS office in each county where services are to be delivered to assure appropriate referrals of all eligible refugees and timely processing of sanction requests.
 - c. That contractor meet the federally required participation rates for refugees who are Temporary Assistance for Needy Families (TANF) a.k.a. Family Independence Program (FIP) recipients in each county where services are delivered.
 - d. That contractor conduct or participate in the conduct of orientations, as determined by local procedures, for refugees who have applied for TANF (FIP) in each county where services are delivered.
 - e. Maintenance of appropriate case records and procedures to document the delivery of services to clients. Client case records shall be documented and maintained in accordance with guidelines provided by the DHS Office of Refugee Services (ORS). Activities shall include:
 - 1. Verification and documentation of client eligibility for receipt of services prior to providing services and maintenance in each client case record of appropriate forms which document refugee immigration status, date of entry into the U.S. and alien number.
 - 2. Verification and documentation of client receipt of public assistance benefits, including DHS case number and type of assistance program.
 - 3. Verification and documentation of payable outcomes on forms provided by the DHS Office of Refugee Services.
 - 4. Development of policies and procedures for documenting client eligibility, client contacts, client participation, and services delivered to client.
 - 5. Review of case records by supervisory or management staff to verify that client eligibility has been appropriately determined and documented and that services to clients have been adequately recorded.

f. The contractor shall be required to submit reports that indicate the effectiveness of activities performed under the contract. Evaluation reporting requirements shall consist of monthly reports, which reflect:

1. Client-specific statistical data.
2. Program-specific statistical data.
3. General program activities reported in a narrative format.
4. Other data defined as necessary by the DHS.

The above monthly reports shall be submitted to DHS no later than 30 days after the end of the reporting month. Reports for months that complete the quarter are due 15 days after the month end. Reports shall be submitted for each month that the contractor provides services.

In addition, the bidder contractor shall be required to submit the following:

5. Reports of monitoring reviews of all service subcontractors conducted at service delivery sites. These reports shall be submitted to DHS no later than sixty days following completion of the review.

Contractors should note that ORS reporting is computer-based. The above reports shall be compiled and maintained on the computer-based reporting format supplied by the DHS Office of Refugee Services.

3. The Contractor shall adhere to the following TANF Work Participation Requirements for **Services #1 through #3**:

Place a federally-required minimum percentage of those refugees who are TANF (FIP) recipients in each county in activities defined as countable components **up to 40 hours per week, or**, for a minimum average number of hours per week each month, as defined in the chart in Section .3.b.

- a. The following are available services **for all families**:

1. Employment: this includes unsubsidized employment and employment subsidized with other than TANF funding, in either the private or public sector.
2. On-the-job training (OJT): the individual is an employee of the employer and training is done on the job. The employee is expected to retain employment with the employer. OJTs are limited to six months or less, must be for at least

35 hours per week, and may be subsidized a maximum of fifty percent (50%) for up to \$450 per month.

3. Job search and job readiness: activities that help participants become familiar with general workplace expectations and learn behavior and attitudes necessary to compete successfully in the labor market. Job search includes job clubs, counseling and job-seeking skills training; limited to six (6) weeks in a twelve (12) month period, and no more than four (4) weeks can be consecutive.
4. Community service program: an activity designed to be unpaid in the private or public non-profit sector. The activity should assist the participant to enhance skills and attitudes related to work. This may include CWEP, internships, practicums, and co-ops.
5. Child care: provided in the child's home or in a regulated provider's home to an individual who is participating in a community service program.
6. Vocational educational training: a formal training program which combines classroom, laboratory, and other related activities which is directly related to a specific occupational field, not a specific job; limited to 12 months of training total per individual.
7. Job skills training: job-specific training; limited to six months or less.
8. English language training: limited to the time necessary to eliminate barriers; not limited to the vocational English language training funded through this contract.

b. The following are the **minimum federal** participation rate requirements:

If the month is in fiscal year	The minimum percentage of all families which shall be <u>participating</u>	The minimum average number of hours per week for <u>all families</u> ^{a/b}	The minimum percentage of two-parent families which shall be <u>participating</u>	The minimum combined average number of hours of participation per week for both parents in a two parent family not receiving DHS child <u>care</u> ^c	The minimum combined average number of hours of participation per week for both parents in a two parent family receiving DHS child <u>care</u>
2006	50%	30	90%	35	55

^aOf these hours, no less than 20 must be from components numbered a.1. through a.5. above.

^bThe minimum average number of hours remains at 20, and does not progressively increase, if the parent is the parent of a child under the age of 6 years.

^cOf these hours, no less than 30 must be from components numbered a.1. through a.5. above.

Service #1 of 3 Basic Employment Services

1. The Contractor shall provide the following services to all eligible clients served:

- a. **Case management services** arranged for each family including assignment of one designated case manager to a caseload of 1 to 25 clients. Services shall include assessment of family needs for employment to be self sufficient, referral to employment specialists within Contractor's staff and follow up to ensure employment is continuous and work related problems are worked through by one-on-one assistance. Case managers shall review with each employable adult the need for transportation, day care and translation and interpreter services related to securing and retaining employment. As necessary, the case managers shall coordinate with the local DHS and other local resources to obtain such employment support services described under Service #3 of 5.

- 1). A **family self-sufficiency plan** shall be developed for each **family unit** that addresses the employment-related needs of the employable members in the family. Also a Family Intake form shall be completed for each family. ORR regulations define *family self-sufficiency plan* as a plan that addresses the employment-related service needs of the employable members in a family for the purpose of enabling the family to become self-supporting through the employment of one or more family members. It must include:

- a). A **determination** of the total amount of income a particular family would have to earn to exceed its cash grant and move into self-support without suffering a monetary penalty.

- b). A **strategy and timetable** for obtaining that level of family income through the placement in employment of sufficient numbers of employable family members at sufficient wage levels; and,

- c). An **Individual Employability Plan (IEP)** for every employable member of the family, as part of #1 above.

- 2). An **Individual Employability Plan** shall be developed for each client who is an active case. Within 30 days of intake the IEP shall be done and must reflect at least monthly contact with the client for follow-up and assessment of progress.

- b. **Job development and job placement services** including job clubs and job search shall be utilized which are tailored to the specific needs of the target population and the local job market. Job search activities shall not exceed six weeks in a twelve-month period, must not exceed four consecutive weeks, and services must be refugee-specific.

- c. **Pre-employment or work adjustment counseling services** shall be utilized if the need is indicated in an employability plan, in order to develop a client's optimal level of job performance. Shall include orientation to cultural workplace differences, employer expectations, dress code, hygiene, etc. Special emphasis shall be given to refugees maintaining "work authorization" papers to be current.
- d. **On-the-job training**, when provided at the employment site and expected to result in full time, permanent, unsubsidized employment with the employer providing the training.
- e. **Follow-up contact with the employer** shall be made within 90 days after job placement at least, and additionally with the employee if possible. The purpose is to determine whether the client is still employed, the position held by the client, the number of hours the client is currently working, and the wage per hour. Follow-up shall include the employer's satisfaction and concerns about a given client's work and progress.
- f. **Basic retention services**. Maintain contact with the refugee client and family during the service period. The depth and substance of the problems shall be evaluated and adjustments made to the original Work Plan if necessary. Identify new problems that surface that may cause poor job retention.
- g. Job Upgrade Services to refugee clients including the following activities:
 - 1. **Mediation with employer** for wage increases, medical benefits, or promotional possibilities if applicable at original worksite. If not, alternative employment shall be found and interview arranged. Caseworker shall always accompany client to interview.
 - 2. **Enhanced one-on-one job coaching** and mentoring to secure the job upgrade or job advancement. This can include concurrent pre-employment counseling.
 - 3. **Employer-driven specific workplace Vocational English Language Training (VELT)** for selected clients to participate in on-site. Refugee clients shall be contacted and assigned to a class and progress shall be monitored.
 - 4. **Home Business Development** with how-to-material, legal and regulatory requirements, training, one-on one mentoring and instruction. Examples of Home Business may include but not be limited to home-based childcare, tailoring, etc.

5. **Follow-up** to the client in the first 90 days to ensure retention. This shall include phone calls; home visits, and site visits whenever client and/or employer can accommodate.
6. **Maintenance of monthly contact** thereafter for a total of 90 days.
7. **Provision or payment for training or courses** which tie early employment to planned job up-grading services. These include vocational training, professional and skills rectification, assistance with courses leading to certification (for example, courses leading to State certification to teach, to work as a nurse or medical aide, to become a draftsman, or become certified in the information technology field.).

2. Time Frame

All services are to be provided from the period October 1, 2006 to September 30, 2009.

3. Volume of Service

- a. Clients:
The estimated number of unduplicated eligible clients to be served during the period of this Agreement shall be: _____
- b. Unit Definition:
One unit equals one unduplicated client receiving two or more of the above services.
- c. Units:
The estimated number of unduplicated units to be provided during this Agreement shall be: _____

Service #2 of 3: Intensive Employment Services

The Contractor shall provide to all referred and eligible clients the following general intensive services:

Identification and service of refugees or acceptance of referrals of refugee clients who are **defined as hard to place individuals**, or are resistant to employment and subject to sanctions by DHS, or have difficulty in retaining employment. Individuals receiving services shall have to be identified as having special needs because of barriers such as language, cultural constraints, the need for childcare, disability and transportation. Also the Contractor shall identify and serve refugee clients that have been placed in employment by the Contractor, and being selected for job upgrade services based on their motivation and interest in

pursuing alternative employment, or a job upgrade at the same work site. A job upgrade shall be defined as being a better job, e.g. an increase in hourly wage, or increased medical benefits, or potential work stability or an improved career path, or having promotional possibilities. Clients for intensive employment services may be sole wage earners, single mothers, and heads of households or mothers of large families.

Intensive case management services for each referred client including assignment of one designated case manager to a manageable number of clients. Services shall include assessment of client needs for employment to be self sufficient, referral to employment specialists within Contractor's staff and intensive follow up to ensure employment is continuous and work related problems are worked through by one-on-one assistance. The case manager shall ensure effective transportation, day care and translation and interpreter services are utilized where needed.

The Contractor shall provide the following specific intensive services:

1. Intensive Job Placement Services with refugee clients defined as hard to place individuals, or are resistant to employment and subject to sanctions by DHS, or have difficulty in retaining employment referred from the Basic Employment service program and the DHS. Possible clients may be sole wage earners, single mothers, and heads of households or mothers of large families. Services shall include the following activities:
 - a. **A needs assessment** to include an in-home consultation, evaluation of work history, motivation, skills, and barriers to employment including vocational English language training and transportation. A Family Intake form shall be updated or completed. An Individual Employability Plan (IEP) shall be developed which shall outline the services to be provided.
 - b. **Vocational English Language Training (VELT) classes** as needed at a community-based site for 8 weeks.
 - c. **Concurrent intensive pre-employment counseling** to be conducted concurrently with VELT to prepare client for employment.
 - d. **Intensive job placement services**, including on-the-job coaching. Assist client in locating a potential employer, completing job application process, completing the interview process, obtaining needed materials or tests to begin job, and job placement. Provide concurrent supportive services to the job placement.
 - e. **Intensive follow-up** for, or with or to the client in the first 90 days to ensure retention. This shall include phone calls, home visits, and site visits whenever client and/or employer can accommodate, but a minimum of every two weeks.

- f. **Maintenance of contact** thereafter for an additional 90 days for a total of 180 to identify outstanding problems or new ones that might hinder job retention.
 - g. **Provision or payment for training or courses** which tie early employment to planned job up-grading services, including vocational training, professional and skills rectification, assistance with courses leading to certification (for example, courses leading to State certification to teach, to work as a nurse or medical aide, to become a draftsman, or become certified in the information technology field.).
2. Intensive Job Upgrade Services to refugee clients including the following activities:
- a. **Mediation with employer** for wage increases, medical benefits, or promotional possibilities if applicable at original worksite. If not, alternative employment shall be found and interview arranged. Caseworker shall always accompany client to interview.
 - b. **Intensive enhanced one-on-one job coaching** and mentoring to secure the job upgrade or job advancement. This can include concurrent intensive pre-employment counseling.
 - c. **Employer-driven specific workplace VELT** for selected clients to participate in on-site. Refugee clients shall be contacted and assigned to a class and progress shall be monitored.
 - d. **Home Business Development** with how-to-material, legal and regulatory requirements, training, one-on one mentoring and instruction. Examples of Home Business may include but not be limited to home-based childcare, tailoring, etc.
 - e. **Intensive follow-up** for, or with or to the client in the first 90 days to ensure retention. This shall include phone calls, home visits, and site visits whenever client and/or employer can accommodate, but a minimum of every two weeks.
 - f. **Maintenance of contact** thereafter for an additional 90 days for a total of 180 to facilitate any additional job upgrade if required during these 180 days.
 - g. **Provision or payment for training or courses** which tie early employment to planned job up-grading services, including vocational training, professional and skills rectification, assistance with courses leading to certification (for example, courses leading to State certification

to teach, to work as a nurse or medical aide, to become a draftsman, or become certified in the information technology field.).

3. Intensive Job Retention/ Job Stabilization Services including the following activities:
 - a. **An analysis of the problems** of retaining the job in question. A complete analysis of retention problems shall be developed with the former caseworker, the client, and the employer to outline the factors impeding the client's retention.
 - b. **Assessment of barriers** to job retention. An Individualized Employment Plan shall be developed, with the acknowledgement of the client that issues exist, and with his or her agreement as to how they can be reduced or eliminated.
 - c. **Mediation with employer** at original work site. If no resolution possible, alternative employment shall be sought and interviews arranged. Caseworker shall accompany client to interviews.
 - d. **Intensive job placement services** if necessary for alternative employment. The case manager or his/her designee shall maintain daily contact if necessary to ensure that the client continues to demonstrate a degree of change in coping skills.
 - e. **Intensive retention services.** Maintain contact with refugee client and family two to three times a week for 4 weeks. The depth and substance of the problems shall be evaluated and adjustments made to the original Work Plan if necessary. Identify new problems that surface that may cause poor job retention.
 - f. **Intensive follow-up** for, or with or to the client in the first 90 days to ensure retention. This shall include phone calls, home visits, and site visits whenever client and/or employer can accommodate, but a minimum of every two weeks.
 - g. **Maintenance of contact** thereafter for an additional 90 days for a total of 180 days to determine whether the refugee has developed the skills necessary to sustain employment at any given job and if not, what additional assistance needs to be provided for the long term.
 - h. **Provision or payment for training or courses** which tie early employment to planned job up-grading services, including vocational training, professional and skills rectification, assistance with courses leading to certification (for example, courses leading to State certification

to teach, to work as a nurse or medical aide, to become a draftsman, or become certified in the information technology field.).

4. Time Frame

The duration of Intensive Job Placement, Job Upgrade and Intensive Job Retention services shall be a minimum of 8 weeks to thoroughly prepare client, including his or her participation in workplace VELT, to upgrade present job. Follow-up shall be conducted up to 180 days. Services shall be available for the duration of the contract period.

5. Volume of Service

a. Clients:

The estimated number of unduplicated eligible clients to be served Intensive Job Placement, or Job Upgrade, or Job Retention services during the period of this Agreement shall be: _____

b. Unit Definition:

One unit equals one unduplicated client receiving one or more of Intensive Job Placement, Job Upgrade or Job Retention services.

c. Units:

The estimated number of unduplicated units to be provided during this Agreement shall be: _____

Service #3 of 3: Employment Support Services

1. The Contractor shall provide to eligible and referred refugee clients any of the following employment support services if the need is indicated in an Individual Employability Plan:

- a. **Concurrent Vocational English Language Training (VELT):**

- Either in class or on-site at employment location. This includes specialized training for a specific job.

- b. **Driver education and training:** Provide a payment voucher to an accredited Driver training course for each referred refugee client who successfully completes the course.

- c. **Vocational Education/Skill Training:** Successful completion of a course of study, which shall result in receipt of a certificate, based upon competency. The training may be obtained from an institution accredited to provide that course of study, must provide the student

with the knowledge and skills required to secure a job in the field, and may last longer than one year, but not more than two years.

- d. **Day care for children**, when necessary for participation in an employability service or for the acceptance or retention of employment, **and** when unavailable through any other source.
- e. **Transportation**, when necessary for participation in an employability service or for the acceptance or retention of employment, **and** when unavailable through any other source.
- f. **Translation and interpreter services**, when necessary in connection with employment or participation in an employability service.
- g. **Counsel and assistance** with immigration, citizenship and related legal services pertaining to refugee status.
- h. **Emergency specific assistance** to individuals with reasonable and documented needs.
- i. **Financial Literacy**: provide the tools and financial education an individual needs in order to make informed decisions around money management. Workshops, on-line curriculum, and existing curriculum customized to match the language and cultural background of participants shall be used.

2. Time Frame

All services are to be provided from the period October 1, 2006 to September 30, 2009.

3. Volume of Service

- a. Clients:
The estimated number of unduplicated eligible clients to be served during the period of this Agreement shall be: _____
- b. Unit Definition:
One unit equals one unduplicated client receiving one or more of the Employment Support services
- c. Units:
The estimated number of unduplicated units to be provided during this Agreement shall be: _____

REQUEST FOR QUOTE - RATING CRITERIA

This request for quote/proposal will not be reviewed and the bidder will be disqualified from further consideration for award if

- The Proposal arrives after the **June 30th 5:00 PM deadline**.
- The dollar amount of the bid is greater than the stated maximums.

Also, points by the raters may be reduced if

- **All required narratives, charts, and forms are not completed or not included.**
- **The geographic area being bid for is not checked on the Bidder Response Cover Sheet and the Price Quotation.**

Request for Quote (RFQ) proposals will be rated by a Rating Committee according to the following criteria:

A. Bidder's Experience/Qualifications:.....Maximum of 20 points available for this section.

Bidder Employment Service Experience (From Narrative Description)

1. Has bidder agency performed similar employment, acculturation, and resettlement services to a sizeable refugee or ethnically diverse client population successfully? Is the client population served described sufficiently? How recently were employment, acculturation, or resettlement services provided and for what duration?
2. Are bidder locations and facilities in the geographic service area and currently functioning?
3. If these or similar services were provided to DHS:
 - Was the DHS satisfied with the services provided?
 - Were the services monitored by the DHS agency?
 - If yes, were monitoring reports satisfactory?
4. To what degree does bidder experience with similar services relate to the employment, acculturation, and resettlement service(s) being bid, e.g. clients placed into unsubsidized employment, full-time and part-time job placements, average wage of job placements, if medical benefits or not, etc.?

Bidder Staff Qualifications (From form CM-011, Position Descriptions, Resumes, Organization Chart, and Training Materials.

5. Regarding documentation of Staff and qualifications:
 - a. Do the staff for whom **resumes** are provided demonstrate the appropriate level of capability for providing identified services?
 - b. Are educational and experience qualifications appropriate for **Job Counselors, Job Developers, and Job Placement** staff, including:
 - Length of experience, degree and/or certification met?
 - Supervisory oversight built in?
 - Administrative placement of services organizationally prominent?

- c. Does proposal include an adequate number of executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel? Did bidder provide **Position Descriptions** for all direct-service staff?
- d. Does the administrative staff who will provide administrative oversight demonstrate experience in this or a related service? Considerations:
 - Length of experience
 - Similarity of experience to services to be required
 - Does the bidder have management and administrative support personnel adequate to produce a satisfactory level of performance?
 - Will the service provided correspond to DHS's needs?
 - Does current administrative staff have previous work experience in directly providing these similar services?
 - Does current administrative staff have appropriate previous work experience in human service administration?
- e. Do the **Resumes** of the supervisory staff, who will provide supervision and oversight of direct-care staff, demonstrate experience in this or related services? Considerations:
 - Length of experience, training and education.
 - Similarity of experience to services to be required.
 - Is supervisory staff required to have an appropriate level of direct care experience?
- f. Do the **Resumes** for the personnel assigned as direct services staff persons demonstrate experience in this or related services? Considerations:
 - Length of experience, training and education.
 - Similarity of experience to services to be required.
- 6. Does the bidder have an acceptable turnover rate for direct service staff? Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?
- 7. Does the bidder have a procedure/system in place to assure an appropriate level of staff screening including a background check?
- 8. Does the bidder provide an acceptable level of training for new staff? Does the bidder have an acceptable level of on-going training to staff? **Did a "Training Plan" and training materials accompany the Proposal?**
- 9. Does the proposed **Organizational Chart** describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?

B. Work Plan (Program Implementation Narrative): Maximum of 35 points available for this section.

1. Service Delivery

- a. Does bidder have a well-defined and reasonable plan to assure that refugee-specific employment services are available to the eligible refugee populations in the selected geographic service area? Does the bidder have an acceptable plan in place to assure that employment services will begin on October 1st, 2006?
- b. Does bidder demonstrate in their **step-by-step Marketing Plan** an adequate understanding of the labor market in the selected service area? Does it appear the Marketing Plan will be successful?
- c. Does the proposal adequately describe how the bidder will engage eligible refugee clients and encourage a high level of participation? Does bidder demonstrate an adequate understanding of the populations to be served, including their cultural, religious, linguistic backgrounds, needs and practices? Does bidder have a plan to serve all refugee client groups with culturally and linguistically appropriate staff and services, including using women as direct service staff?
- d. Does bidder have a well defined and reasonable plan to deliver all required services using the requested details found in the Bidder's Response Section? Do the submitted **"samples" of case notes** reflect experienced and appropriate work effort?
- e. Does bidder have a well-defined and reasonable plan to conduct or participate in DHS orientations in each county?
- f. Does the bidder have an understanding of and describe a reasonable plan to meet the TANF work participation requirements for refugees who are TANF (FIP) recipients in each county?
- g. Has the bidder provided any additional information on enhancements to the defined services or special considerations that increase ability or capability to provide services to the selected refugee population? Such as use of volunteers or mentors for refugees?

2. Anticipated Outcomes

- a. Does the bidder demonstrate the ability to establish and achieve reasonable and sufficient service goals/outcomes?
- b. Are the goals/outcomes established for the services appropriate for the populations referenced in Attachment A and Attachment B?

C. Collaboration: Maximum of 10 points available for this section.

1. Does bidder have a well-defined and reasonable plan to work with the local voluntary resettlement agencies, VOLAGs, which resettle the clients it proposes to serve to assure that refugees are referred for comprehensive services?

2. Does the bidder have a well-defined and reasonable plan to work with the local Department of Human Services offices to assure that refugees are referred for employment services and sanctions are processed as necessary?
3. Does the bidder have a well-defined and reasonable plan that describes its working relationship between itself and other community agencies, which provide supportive services to the refugee population?
4. Is bidder involved in any formal refugee or service group which meets regularly, and participation in which enhances services provided to refugees? If not, is there a reasonable plan to identify such groups and to become involved?

D. Bilingual and Bicultural Capability: Maximum of 20 points available for this section.

1. Does bidder satisfactorily describe how it will deliver linguistically appropriate services to an ever-changing and diverse refugee population in the selected service area?
2. Does bidder satisfactorily describe how it will meet the cultural needs of refugees with culturally appropriate services?
3. Does bidder have the capability to change staff based upon changes in the cultural and linguistic needs of arriving groups of refugees in the selected service area? Does the staffing match the newly arrived population (See Attachment A) being served e.g. representative in language, culture and gender?
4. Does the proposal describe how services will be provided to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee's language and cultural background?
5. Does the proposal describe how services will be provided to the maximum extent feasible in a manner that includes the use of bilingual/bicultural women on service agency staffs to ensure adequate service access by refugee women?

E. Availability/Accessibility: Maximum of 5 points available for this section.

1. Does the bidder specify regular business hours? Does the bidder have an adequate plan for informing eligible clients of the availability of their services?
2. Is the bidder available for crisis situations with a plan and designated personnel?
3. Does the bidder's proposal identify each location where service will be provided including street address, city and zip code?
4. Does the bidder provide services in the, evenings, weekends, and/or home visits?
5. Are the bidder's facilities and services easily accessible to clients with disabilities?
6. Is the bidder's plan for arranging/providing client transportation feasible and appropriate?
7. Are bidder's facilities located close to public transportation?

F. **Fiscal Resource Allocation:Maximum of 10 points available for this section.**

1. Does proposal demonstrate that the bidder's resources can provide a consistent capacity to sustain an adequate level of service throughout life of the agreement (including staffing, communication resources, and the described facility both location and size)?
2. Is supervisory and administrative support adequate?
3. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and Narrative portions of the proposal?
4. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.
5. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
6. Does the proposal specifically identify what resources bidder has available **now** to service the current newly arrived refugee population versus those it will have to hire? Does the proposal specify how it will utilize (all) those resources to facilitate accessibility (i.e., staffing allocation; communication; transportation, community contacts, etc.)?
7. Is the quantity of resources including subcontractors, appropriate and reasonable for the level of proposed services? Do they match?
8. Has the bidder identified other funding and/or donated or non-cash resources to support services and use the funding efficiently?
9. Does the proposal include unallowable costs that will impact the ability of the bidder to implement the work plan?

Price Competition: Contracts will be awarded using a two-step rating process **linking the quality of the work plan and costs of reasonable resources for the proposed volume of services** in determining the winning bid. then multiply that by the bidder's initial score, determined through the above rating criteria.

REQUEST FOR QUOTE POLICY

General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

1. Contract Award

Contract award negotiations will be undertaken with selected Contractors whose proposals, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider proposals or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

2. Rejection of Proposals

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. Is not required to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

4. Inquiries

Questions regarding this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover sheet.

5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, proposal must arrive at the Issuing Office on or before the date specified in the cover letter. Bidders mailing proposals should allow normal delivery time to ensure timely receipt of their proposals.

7. Proposals

To be considered, bidders must submit a complete response to this RFQ, using exclusively the format provided in the "Bidder Response Section". Proposals must be signed by an official authorized to bind the bidder to its provisions. The proposal must remain valid for at least 90 days.

8. Acceptance of Proposal Content

The contents of the proposal of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Proposals should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the proposal. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Proposals are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

a. By submission of a proposal, the bidder certifies:

- 1) The prices of the proposal have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
- 2) Unless otherwise required by law, the price quotation in the proposal has not and will not be knowingly disclosed by the bidder to any potential bidder;
- 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a proposal for the purpose of restricting competition;
- 4) The price quoted is not higher than that given to the general public for the same service.

b. Each person signing the proposal certifies that:

- 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the proposal, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
- 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the proposal, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1 through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.

c. A proposal will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the proposal a signed statement which sets forth in detail the circumstance of the disclosure and the issuing Office determines that such disclosure was not made for the purpose of restricting competition.

BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

To register on MAIN:

- Click on www.cpexpress@michigan.gov
 - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
 3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid proposals will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:
 - The proposal should be paginated, except for attachments
 - Font size should be 12 or larger
 - Observe any restrictions on number of pages. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.

This Bid Proposal is For the Following Geographic Area

Detroit Area Only

BIDDER RESPONSE SECTION

1. Bidder Name: _____
2. MAIN ID #: _____
3. Bidder Mailing Address: _____

- Bidder E-mail Address: _____
- Bidder Fax Number: _____
4. Type of Organization: (Check one). Individuals are private proprietary.
_____ private, non-profit _____ private, proprietary _____ public
5. Bidder's representative who is the authorized negotiator for the bidder:

_____ (Name) _____ (Telephone Number)
6. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a proposal; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a proposal and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

Signature of Organization
President or Director

Date

Typed Name of Organization
President or Director

Date

NOTE: Bidder must complete written narratives, specified charts and forms in response to the request for information for Sections A. through G. as below. Where a Narrative response is required, identify and title each section by letter and heading as indicated. For Example, A. Bidder Experience/Qualifications...., B. Work Plan....., C. Collaboration....., etc.

A. Bidder Experience/Qualifications

Bidders must provide the following information:

Bidder Employment Service Experience

1. Provide a narrative description of prior experience providing employment services or a similar service. Include the following information:
 - a. Dates and length of time providing this or similar services.
 - b. Brief description of employment, acculturation and resettlement services provided.
 - c. Client groups served: including nationalities, ethnic groups and languages.
 - d. Number of clients served: provide an unduplicated count of the number of clients receiving each service that you have identified.
2. List locations within the geographic service area at which the bidder maintains an office that will be involved in providing service.
3. Describe similar services the bidder has provided related to the employment, acculturation and resettlement service(s) being bid, e.g. clients placed into unsubsidized employment, full-time and part-time job placements, the average wage of job placements, if medical benefits or not, etc.

Bidder Staff Qualifications (From form CM-011, Position Descriptions, Resumes, Organization Chart, and Training Materials.

5. Using Staffing Allocation and Qualifications, form CM-011, (http://www.michigan.gov/documents/CM-0011_162116_7.doc), provide the requested information for each service for which a bid is submitted for the geographic area which a bid is submitted. If portions of the services are being **subcontracted**, the bidder must identify the positions by services the subcontractor will perform and provide all information requested, as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of the subcontractor who is held to the same standard of quality and performance as the contractor. Raters of bid proposals will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

- Provide **position descriptions** only for direct service staff (e.g. case managers, job developers and job counselors), **and their supervisors**, for those positions included in the price quotation. For all these positions, identify minimum requirements with regard to education, years and type of experience, training, etc. Identify the positions current staff will fill if the contract is awarded to the bidder. **Include resumes** only for all current direct service staff and their supervisors who will provide services if the contract is awarded to the bidder. Identify specific experience current staff has as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.)
 - Attach a salary schedule for each staff employee who will provide services as identified above. Include all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.
 - For each position, list the number of hours and the number of weeks to be committed to the services being bid.
6. Describe your current rate of turnover, (overall and direct service) including expectations for current staff continuance, planned staff reductions or growth, and comment regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.
 7. Describe current staff screening procedures in hiring new staff. Include what your policy and procedure is on background checks, including criminal record check.
 8. **Submit your “Training Plan” and training materials for case managers and job developers. Include role-playing and case studies as part of job search skill building with refugee clients. Explain how case managers help refugee clients with career laddering.**
 9. **Provide an Organization Chart** that shows the structure that will be used to provide services if the contract is awarded. This should show who in your organization will be responsible for reporting to the DHS’s Contract Administrator (CA). **Please make sure position titles on the organizational chart match title designations referenced elsewhere in the proposal.**

B. Work Plan (Program Implementation)

Bidders must include a written Narrative, on each of the following sections listed. Bidders must include information for any subcontractor a bidder proposes to use to deliver services.

1. **Service Delivery**

Bidder must provide information regarding its ability to assure that employment services are delivered to the eligible population in the selected geographic service area. **Answer the questions “What”, “How”, “When”, “Where” the bidder will deliver each of the three (3) Services as part of the Service Delivery.**

a. Ability to deliver services in the selected geographic service area: Bidders must describe a well-defined and reasonable plan to assure refugee-specific services are available to the eligible refugee population in the selected geographic service area. This can include but should not be limited to the following items:

- Describe the assignment of staff and the amount of staff time (both management and direct) needed to fulfill the terms of the services as described.
- If not currently providing refugee services in the service area, does bidder propose to establish a program in that area or provide services through a subcontractor?
- What will be the organizational relationship between all service delivery sites?
- If subcontracting, is a written agreement to subcontract signed by the proposed subcontractor included in the proposal?
- Can the bidder and all proposed subcontractors be able to provide services beginning October 1st?

b. Labor market assessment: **Submit a step-by-step Marketing Plan on how bidder currently promotes refugees as capable workers, how they will market their “product”, (employable refugees), how they will routinely recruit employers for jobs for refugees.** Describe how the Marketing Plan will be successful. **Submit existing brochures and pamphlets developed to bridge the cultural gap with employers and collaborative partners on why they should hire a refugee.** **Submit a list of web sites bidder will use to solicit jobs and regular resources they have developed for job leads.** Bidders must describe an adequate understanding of the labor market in the selected geographic service area. This can include but should not be limited to the following questions:

- What types of jobs are generally available?
- What would they be likely to pay?
- How many would likely be full time?
- Are medical benefits generally available?
- What is the strength of the economy in the area?

c. Clients to be served: **Bidders must describe an adequate understanding of the composition of the eligible population in the selected service area** including their cultural, religious, linguistic backgrounds, needs and practices. Describe

bidder's plan to serve all refugee client groups with culturally and linguistically appropriate staff and services including women as direct service staff?

This can include but should not be limited to the following questions:

- What are the major nationalities to be served in that area?
- What age groups do they fall into?
- How do the cultural, religious, linguistic backgrounds, needs and practices of the various groups differ?

d. Required services: **Bidder must describe a well defined and reasonable plan to deliver all required services in the selected service area to all refugee client groups with culturally & linguistically appropriate staff and services.** This can include but should not be limited to the following items:

- **Submit “samples” of actual case notes from an employment service case file describing typical employment and job placement services that compliments bidder’s submitted statistical and narrative reports on how and what services were rendered.**
- For the three employment services, will family self-sufficiency plans be developed for entire family units?
- Will employability plans be developed for each employable client within 30 days of intake?
- Is there a plan to maintain at least monthly contact with each employable client?
- Describe how will job development services be conducted in the service area?
- How will they be tailored to the target populations and the local job markets?
- When will pre-employment or work adjustment counseling be provided?
- Describe how classroom English language instruction and vocational training will be provided outside of working hours.
- Describe what plan and materials are to be used to provide “Financial Literacy” as an Employment Support Service.
- How will appropriate follow-up contacts be assured?

e. Orientations: **Bidders must describe a well-defined and reasonable plan to conduct or participate in local DHS orientations about Cash Assistance program requirements in each county in the selected service area.** This can include but should not be limited to the following questions:

- Does bidder propose to conduct orientations or participate in such?
- How frequently will orientations be held?
- Where does bidder propose they be held?
- Does bidder and all proposed subcontractors demonstrate the ability to assume these responsibilities effective October 1, 2006?

- f. TANF work participation requirements: **Bidders must describe a well-defined and reasonable plan to meet the TANF work participation requirements for refugees who are TANF (FIP) recipients in each county in the selected service area.** This can include but should not be limited to the following questions:
- Does bidder's response address each county where services must be delivered?
 - Does bidder demonstrate an adequate understanding of expected units of service?
 - Does bidder demonstrate a recognition of the participation rates, which must be met?
 - Does bidder recognize that rates must be met each month?
 - Does bidder outline a reasonable strategy to involve at least the minimum required percentage of TANF recipients each month?

g. **Service Enhancements or Additional Information**

Based on DHS's description of the refugee client population and listing of the required services and activities, bidder may describe or provide additional information on any service enhancement or special consideration related to the quotation or work plan. For example, include the use of volunteers and mentors.

2. **Anticipated Outcomes**

For each Service in the Service Description your Bid will cover, (see the numbers you enter on the Price Quotation sheets), what will your workers have to do to meet the anticipated outcomes?

- a. Specify the number of refugee clients expected to achieve the desired outcomes.
- b. Identify anticipated outcomes for each of the services to be provided. For Example:**Basic Employment Services:**
 - Number of clients served. (No. _____)
 - Number and percent entered employment. (No. ____/____%)
 - Number and percent on cash assistance when placed in employment. (No. ____/____%)
 - Number and percent of clients receiving health benefits. (No. ____/____%)

C. **Collaboration**

Bidders must provide information regarding collaborations with other agencies that provide services necessary to the populations it proposes to serve.

1. Local voluntary resettlement agencies (VOLAGs): **Bidder must describe a well-defined and reasonable plan to work with the local voluntary resettlement agencies in each service area which resettle the clients it proposes to serve to**

assure that refugees are referred for employment services. This can include but should not be limited to the following questions:

- Has your agency worked together with the resettlement agencies in the past? If so, how many refugees were seen, how long have you had a working relationship, and with what results?
 - If not, explain how your agency and the local resettlement agency would refer refugees to assure appropriate referrals to employment services beginning October 1, 2006?
2. Local Department of Human Services (DHS) offices: **Bidder must describe a well-defined and reasonable plan to work with local DHS offices in each county in each service area which serve the populations it proposes to serve to assure that refugees are referred for employment services and sanctions are processed as necessary.** This can include but should not be limited to the following questions:
- Has your agency worked together with the local DHS offices in the past? If so, how many refugees were referred, how long have you had a working relationship, and with what results?
 - If not, explain how your agency and the local DHS would refer refugees to assure that referrals to employment services are made and sanctions are processed as needed?
3. Other community agencies: **Bidder must describe the relationship between itself and other community agencies in each service area which provide supportive services to the populations bidder proposes to serve.** This can include but should not be limited to the following questions:
- Have the agencies worked together with the bidder in the past? Have bidder and the other agencies referred refugees to each other? If so, how many, for how long, and for what purpose?
 - If not, explain the how you as bidder would expect to refer refugees to other agencies for supportive services when appropriate?
4. Formal groups: **Describe if there is a formal refugee services coalition in each service area, which meets regularly?** If so, describe bidder's involvement or plan to become involved with the coalition. This can include but should not be limited to the following questions:
- Describe if there are other formal groups in each service area which meet regularly and in which participation would enhance the delivery of services to refugees? If not, explain how you would expand to do this.
 - Describe bidder's involvement or explain your plan to become involved with the group.

D. Bilingual and Bicultural Capability

Bidder must describe how services will be provided to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee's language and cultural background. Include bidder's capacity to provide culturally and linguistically appropriate services to an ever changing and diverse refugee population in each service area.

1. Foreign language capability: **Bidders must describe how foreign language capability will be accomplished.** This can include but should not be limited to the following questions:
 - Explain how will services be delivered in the many native languages of the refugee population in each service area?
 - Does bidder have bilingual staff literate in languages of most clients in each service area, which will be served by the agency?
 - If not, explain how the bidder would have the ability to obtain appropriate translation services.
2. Culturally appropriate services: **Bidders must describe how the variety of cultural backgrounds and resulting needs will be accommodated.** This can include but should not be limited to the following questions:
 - Does bidder have staff in each service area knowledgeable about cultures of most clients who will be served by the agency?
 - If not, explain how the bidder would develop the capability to provide appropriate cultural training.
3. Responsiveness to changing populations: **Bidders must describe how they will respond to new populations as they arrive.** This can include but should not be limited to the following questions:
 - Can existing staff meet the linguistic and cultural needs of new populations in each service area?
 - If not, explain how the bidder would replace existing staff with new staff to meet those needs.
4. Utilizing women as direct service staff: Describe how services will be provided to the maximum extent feasible in a manner **that includes the use of bilingual/bicultural women on service agency staffs** to ensure adequate service access by refugee women.

E. Availability/Accessibility

1. Specify normal hours of business.
2. Indicate ability and willingness to provide additional hours at other times or days if necessary.
3. Identify each location where services will be provided. Include the street address, city, and zip code for all locations.
4. Indicate ability to provide services in clients' homes or mutually agreed-upon locations. Ability to respond to crisis situations.
5. Do facilities and services allow/encourage participation by clients with disabilities? That is, are training facilities accessible by wheelchair? Are restrooms accessible, etc?
6. Indicate ability to arrange transportation for clients to receive services, including use or funding of public transportation, and the use of bidder-owned vehicles, etc.

7. Indicate proximity to and access to public transportation at bidder's site.

F. Budget Completion

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) (http://www.michigan.gov/documents/CM-468ex_15681_7.xlt) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid is for a multi-year period.

The bidder should submit the Price Quotation sheet(s) and Budget documents in an envelope separate from the rest of the proposal.

G. Budget Narrative

Use the attached Resource Grid (CM0043) (http://www.michigan.gov/documents/CM-0043_162118_7.doc) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.
2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid submitted by an individual specifically assigned to conduct a fiscal review.

NOTE: Do not include figures that would indicate the dollar amount bid or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

MULTI-YEAR CONTRACTS:
DOCUMENTATION OF REASONABLENESS OF COST

In documenting the cost to establish a multi-year contract proposal the bidder should follow the same BUDGET COMPLETION INSTRUCTIONS and use the same Budget forms as a bidder proposing a one-year contract. The bidder should complete the Budget Statement (CM-468) and the Budget Statement Detail forms (CM-468A's) ONLY FOR THE FIRST 12 months of the multi-year period. Budgets for a 12-month period of operation will provide a common basis to evaluate multi-year bids.

The bidder may adjust the first year budget to establish a multi-year bid. However, the methodology should be described. In otherwords, the proposed price will be based on initial year costs, (reflected in the budget), adjusted for anticipated increases in the subsequent year(s) of the bid period. The basis for the amount and the reasonableness of the adjustment must be established by additional rationale and explanation. The price established and approved by DHS will be the basis for future years of the multi-year contract and will be adjusted by DHS based on need and available Federal funding.

H. Funding Allocation And Number of Contracts

One contract for the period October 1, 2006 through September 30, 2009 may be awarded. **DHS asks bidders to submit proposals for the maximum dollar amount allocated for the Detroit Service Area they are bidding.** The maximum bid amount may not exceed the amount available for this specific area. The contract amount for the first year will not exceed the amount established for this area. The contract amount for subsequent years will be dependent on DHS's availability of funds in the appropriation process and local service needs. The price established will be in effect for the first year of the contract and the basis for subsequent years.

The bidder must allocate 100% of its proposed bid amount for the three Employment Services. The bidder must be able to provide at least 75% of proposed services and proposed funding of the total funding. The bidder can subcontract if desired only up to 25% of proposed funding for proposed services. The following supplemental information indicates the maximum contract amount available for the first year.

The **Wayne County Service Area** includes the primary counties of Wayne, Macomb, Oakland, and Washtenaw; Secondary counties to be covered at the level of services needed, include Berrien, Cass, St. Joseph, Branch, Hillsdale, Jackson, Lenawee, Washtenaw, Monroe, Lapeer, St. Clair, Sanilac, Tuscola and Huron.. One contract may be awarded for up to a maximum of **\$352,867**. The allocation of funding for services must be as follows:

For Services #1 Basic Employment Services, #2 Intensive Employment Services, and #3 Employment Support Services, funding will be = 100% or **\$352,867**.

Of this amount, not more than 25% or \$88,217 can be subcontracted for these services.

I.Sub Contracts

The amount of funding to be allocated to any subcontractor, will be determined by the contractor based upon the above percentages. The contractor is expected to allocate funding to each subcontractor in a manner that assures the comprehensive service needs of the eligible refugee population are met using the following guidelines:

Subcontractors can deliver up to **25%** of the funding for Services #1, #2, and #3 employment services through other agencies, including qualified mutual assistance associations. This **25%** includes such services as on-the-job training, other vocational training, vocational English language training and driver's training.

This Quotation Is For The Following Geographic Area

Wayne County Service Area Only

Bidder's Name: _____

PRICE QUOTATION

The Price per Unit of Service will be taken from the budget information provided

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ. The services being bid, have already been identified on this form, using the title as shown in the RFQ. Complete the sheets necessary for each service specified in the RFQ.

Service No. 1 of 3 Title: **BASIC EMPLOYMENT SERVICES**

Unit Definition: **One Unduplicated Client receiving two or more of the services listed.**

a. Price per unit bid: \$ _____/unit

NOTE: For actual cost, divide the total price of the Service Category (Column A) on the CM-468 by the number of units being bid.

b. Anticipated number of clients to be served: _____

c. Anticipated number of units provided: _____

Service No. 2 of 3 Title: **INTENSIVE EMPLOYMENT SERVICES**

Unit Definition: **One Unduplicated Client Receiving one or more of the following services:
Intensive Job Placement, Intensive Job Upgrade, or Intensive Job Retention.**

a. Price per unit bid: \$ _____/unit

NOTE: For actual cost, divide the total price of the Service Category (Column B) on the CM-468 by the number of units being bid.

b. Anticipated number of clients to be served: _____

c. Anticipated number of units provided: _____

This Quotation Is For The Following Geographic Area

Wayne County Service Area Only

Bidder's Name: _____

Service No. 3 of 3 Title: **EMPLOYMENT SUPPORT SERVICES**

Unit Definition: **One Unduplicated Client receiving one or more of the 9 Employment Support services listed in the Service Description.**

a. Price per unit bid: \$ _____/unit

NOTE: For actual cost, divide the total price of the Service Category (Column C) on the CM-468 by the number of units being bid.

b. Anticipated number of clients to be served: _____

c. Anticipated number of units provided: _____

H. Required Documents

The documents listed below **must** be provided to DHS at the time the proposal is submitted.

1. Completed Bidder Response **FACE SHEET**.
2. A **Narrative** providing required information regarding bidder's experience and qualifications
3. A completed **Staffing Allocation and Qualifications** Form CM-011.
4. A current bidder agency **Organization Chart**.
5. A written **Narrative Work Plan (Program Implementation)** identifying each subsection by number and heading corresponding to the outline provided..
6. Two completed **PRICE QUOTATION** sheets, for the services, in a separate envelope from the items listed above.
7. A completed budget narrative, which is the **RESOURCE GRID** form.
8. A written agreement to subcontract signed by the proposed subcontractor, **if** any services are to be provided through a subcontract.
9. Completed **Budget forms, the CM-468 and CM-468As**.
10. A copy of the bidder's most recent Audit to determine the bidder's fiscal viability must be provided at the time the proposal is submitted.

OPTIONAL DOCUMENTS

11. Proof of public liability insurance. Once a contract is awarded, but before it can be signed, a copy of the policy or a letter from your insurance company (on letterhead) must be provided. If you currently do not have liability insurance, a letter from an insurance company (on letterhead) indicating that proposal for this insurance has been made may be submitted with the proposal. However, proof of insurance must be provided prior to any contract being signed. If liability insurance cannot be obtained, you will be required to submit justification.
12. Proof of workers compensation insurance. Once a contract is awarded, but before it can be signed, a copy of the certificate must be submitted.
13. Proof of fidelity bond. Once a contract is awarded, but before it can be signed, a copy of the certificate must be submitted.
14. Approved organization personnel policies. Once a contract is awarded, but before it can be signed, a copy must be submitted.

ATTACHMENT A

**DATA ON REFUGEE ARRIVALS
BY GEOGRAPHIC AREA
2002-2006**

(See Attached Sheet)

**ATTACHMENT A
WAYNE COUNTY SERVICE AREA**

	ARRIVALS FY2002 - FY2006 (March)								
	EAST MICHIGAN SERVICE AREA								
	82 Wayne	63 Oakland	50 Macomb	81 Washtenaw	25 Genesee	73 Saginaw	74 St. Clair	East area total	Percent of area total
East Asia	48	74	45	0	18	0	10	195	22%
Former Soviet Union	31	194	5	16	0	45	0	291	32%
Bosnia/East Europe	42	17	19	0	0	0	0	78	9%
Middle East	93	63	25	7	0	0	0	188	21%
Cuba	0	4	0	0	0	0	0	4	0%
African nations	39	50	6	43	0	0	0	138	15%
All others	2	5	0	0	0	0	0	7	1%
Grand total	255	407	100	66	18	45	10	901	
% of area total	28%	45%	11%	7%	2%	5%	1%		

ATTACHMENT B

EMPLOYMENT CASELOAD DATA

STATEWIDE

2002-2005

(See Attached Sheet)

ATTACHMENT B

STATEWIDE DATA

	2002	2003	2004	2005
Total Refugee Employment Caseload	2712	2698	2403	1799
Number Receiving TANF	986	505	458	511
Number Receiving Refugee Cash Assistance	347	153	208	229